



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
DARRELL V. MCGRAW, JR.
CONSUMER PROTECTION DIVISION
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Press Release

FOR IMMEDIATE RELEASE

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Attorney General Darrell McGraw Settles with Online “Credit Services” Organization, Resulting in Refunds Totaling \$9,400 for 58 WV Consumers

Beverly Dalton of Morgantown searched the Internet for help obtaining a small personal loan. While surfing the web, she found Personal Credit Services (“PCS”) of East Islip, New York, which guaranteed approval of her loan. After authorizing PCS to debit \$125.00 from her account, the only help Ms. Dalton received was a list of branch offices and phone numbers for six lenders in West Virginia that she could have easily found in the yellow pages of her telephone book.

Today, Attorney General McGraw’s office announced a settlement agreement in which PCS agreed to refund \$9,400.00 to 58 West Virginia consumers who had also been misled by the company. The service of helping consumers obtain loans, known as “credit services,” is highly regulated by state and federal law. In West Virginia, companies offering such assistance must first be registered with the West Virginia Secretary of State and are not permitted to accept any payment before services are rendered unless they post a \$15,000.00 surety bond.

“Consumers seeking a loan or help with financial difficulty should contact a lawyer or a non-profit agency with offices in West Virginia. Consumers who seek help over the Internet are likely to find unscrupulous companies who take their money but fail to provide the promised services,” Attorney General McGraw stated.

Although Personal Credit Services agreed to refund all payments it received from West Virginia consumers, it advised that it no longer had any records for consumers who received services prior to June, 2007. Any West Virginia consumers who paid money to Personal Credit Services prior to June, 2007, are urged to file a written complaint with the Attorney General in order to qualify for a full refund.

Any persons wishing to file a complaint about a consumer matter or to alert the Attorney General about unfair or deceptive practices may do so by calling the Consumer Protection Hot Line, 1-800-368-8808, or by obtaining a complaint form from the consumer web page at www.wvago.gov.

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